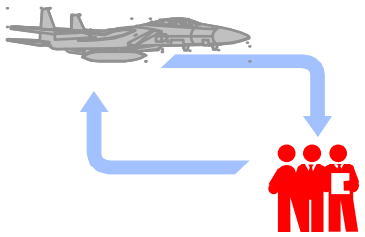
**FAMILY READINESS QUALIFICATION COURSE**

# CRISIS RESPONSE



# OBJECTIVE

- **Students will be able to:**

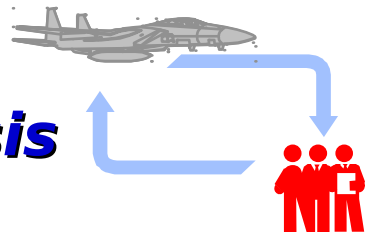
  -- ***Identify the four stages of a crisis response***

  -- ***Describe the primary issues for each stage***

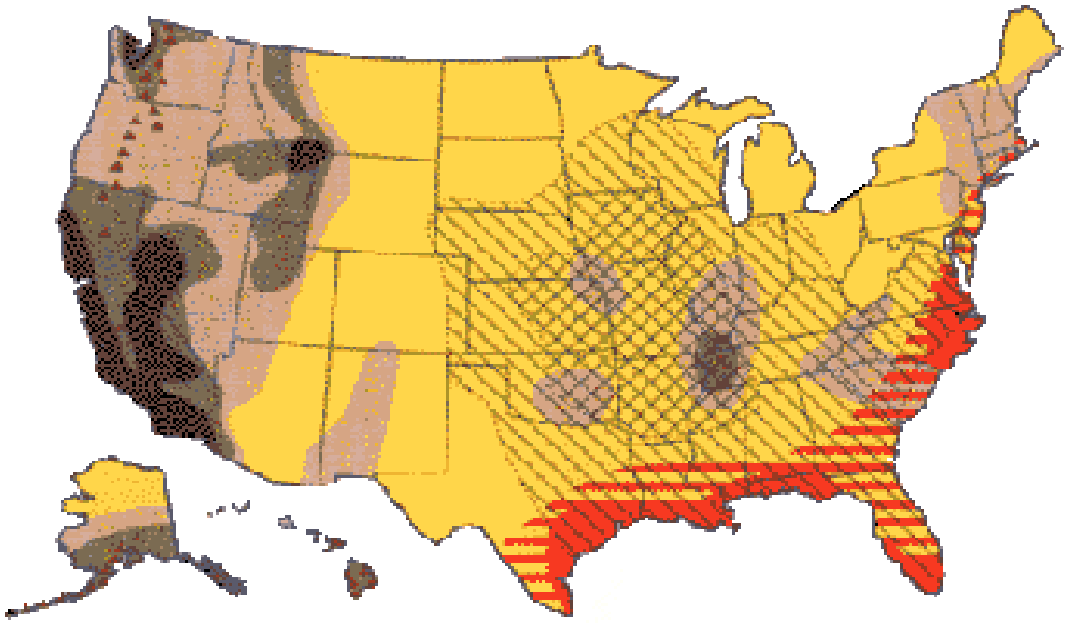
  -- ***Describe the function of a Family Assistance Control Center (FACC) and associated concerns***

  -- ***Determine key agency composition and services offered in a FACC***

  -- ***Identify human and physical resources needed to support a crisis operation***



# Natural Disaster Risk Profile



**Earthqua** **Tornadoes** **Hurricanes** **Other**

Low Medium High

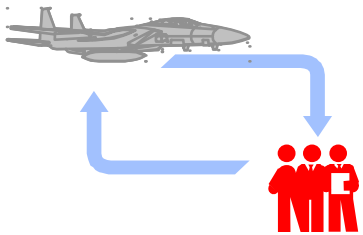
Some Extreme

Some Extreme

Volcano Tsunami

# STAGES OF A RESPONSE TO A CRISIS

- Pre-crisis Planning and Preparation
- Initial Response to Crisis
- Assistance to Affected Parties
- Long-term Assistance

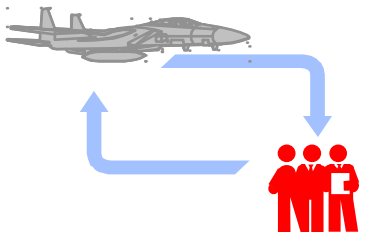


# FSC PLANNING AND PREPARATION

- Leadership Consultation/Coordination
- Preparation for Crisis Response
- Training
- Education

# LEADERSHIP CONSULTATION AND COORDINATION

- Review FSC's role
- Educate leadership
- Coordinate with providers and base agencies
- Establish liaisons with off-base agencies



# PREPARATION FOR RESPONSE

- Identify key personnel
- Establish means to augment staff
- Determine location of Family Assistance Control Center
- Establish means to secure physical resources
- Establish a record keeping system

# TRAINING RECOMMENDATIONS

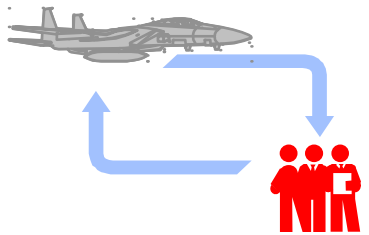
- Review FSC crisis response plan and train staff
- Base procedures during a crisis
- Dealing with media
- Managing staff and volunteers under high stress
- Critical Incident Stress Management
- Casualty notification procedures
- Exercise the response plan

# EDUCATE MEMBERS AND FAMILIES

- Programs
- Materials

# FSC INITIAL RESPONSE TO CRISIS

- Establish communication with leadership
- Open Family Assistance Control Center (if needed)
- Coordinate volunteer activities
- Secure necessary resources
- Implement record keeping system

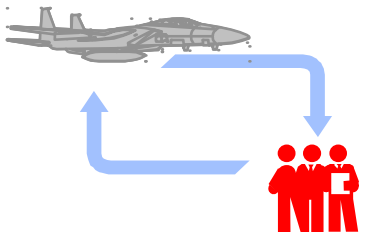


# FAMILY ASSISTANCE CONTROL CENTER

- Family Assistance Control Centers allow families to receive necessary professional assistance as well as support from other families. The site is valuable in providing families with the most reliable information available.

# FAMILY ASSISTANCE CONTROL CENTER

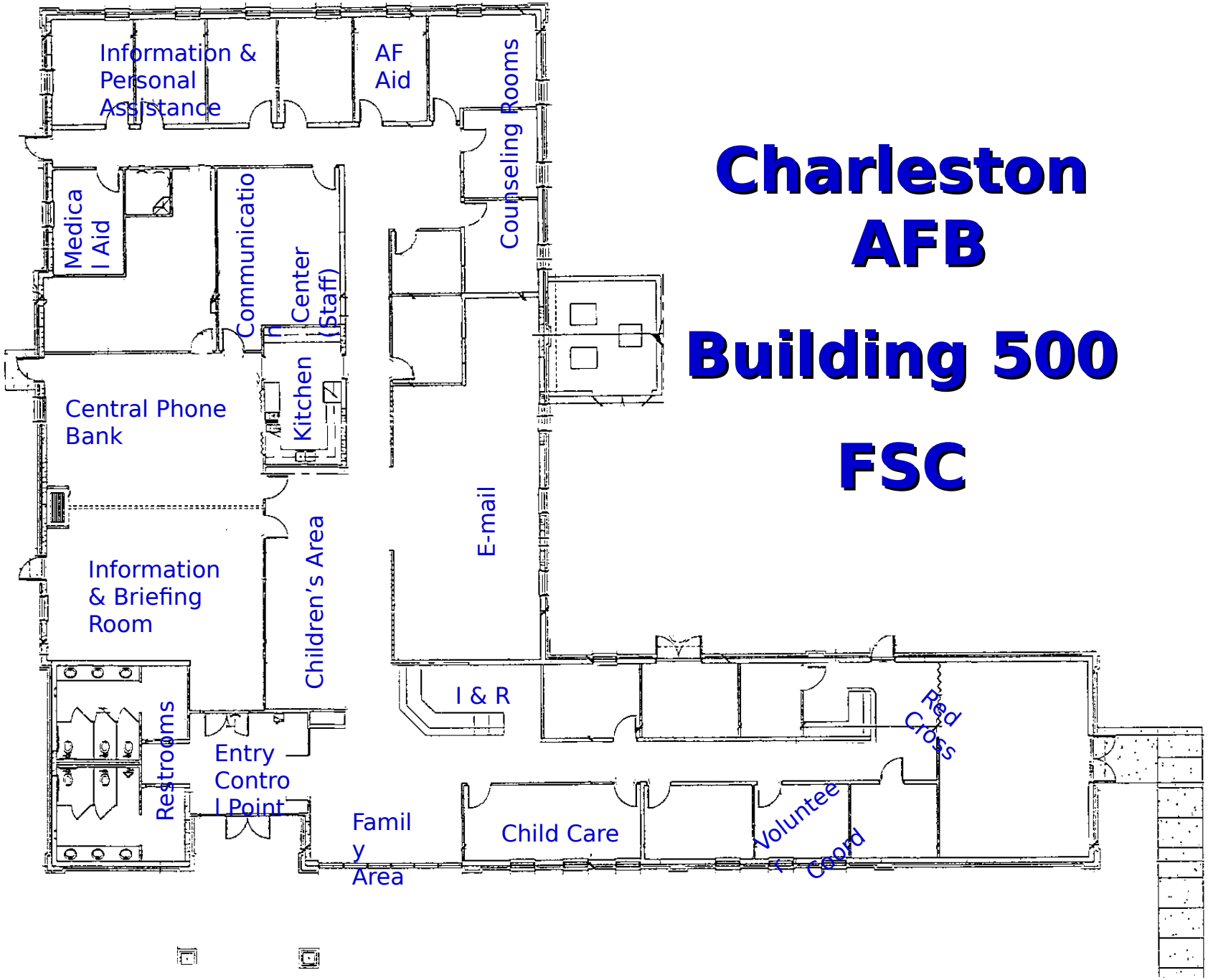
- **Functional areas of a FACC:**
  - ***-- Reception Area***
  - ***-- Family Service Center and children's area***
  - ***-- Information and personal assistance area***
  - ***-- Private or semi-private counseling area***
  - ***-- Medical Aid Station***



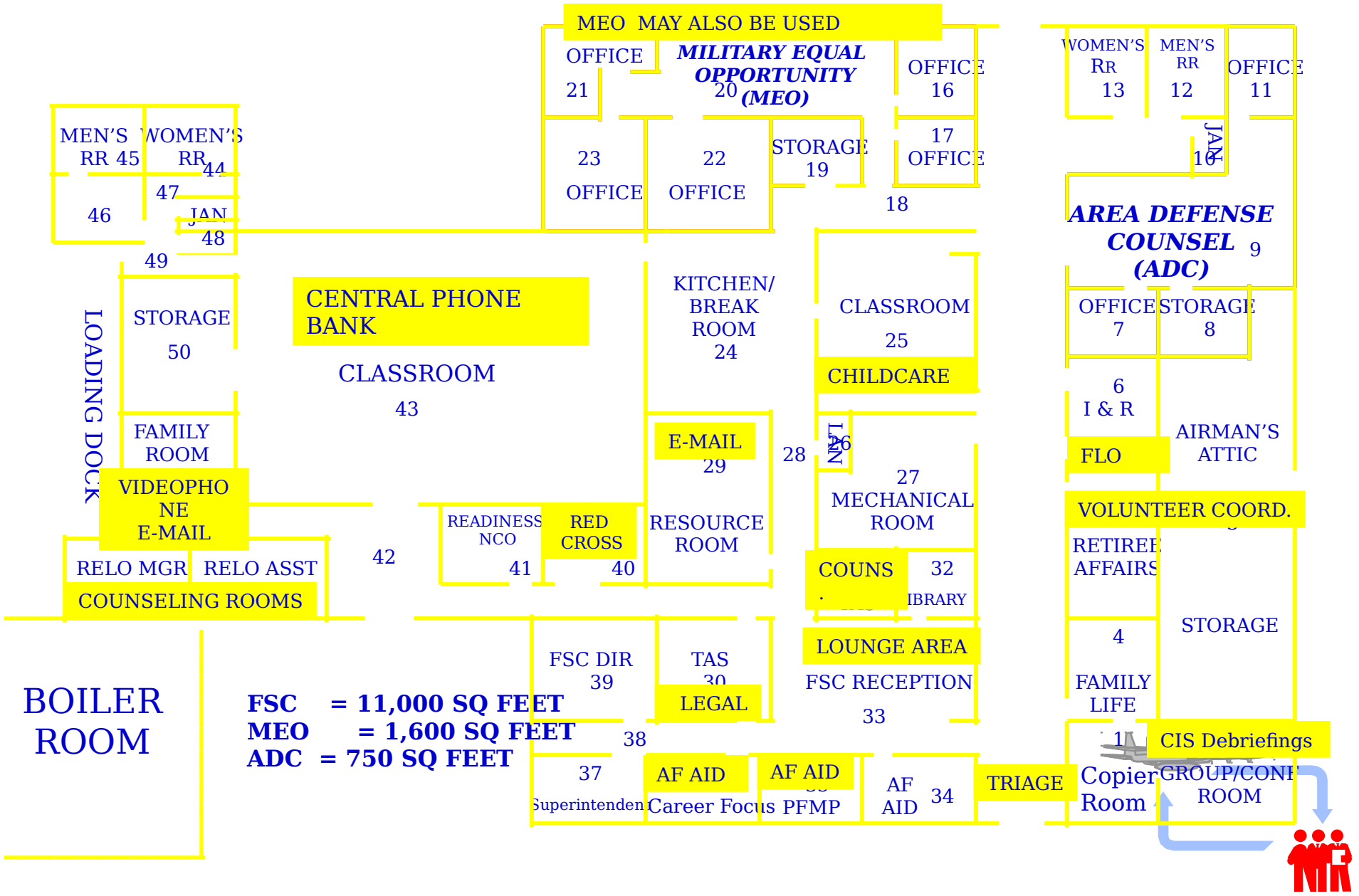
# Charleston AFB

# Building 500

# FSC



# BEALE AFB FAMILY SUPPORT CENTER



# COORDINATE VOLUNTEER ACTIVITIES

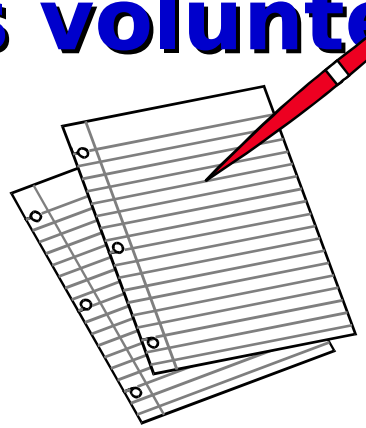
- Identify volunteer requirements
- Recruit or identify volunteer resources
- Establish a system to track volunteers

# ACQUIRE NECESSARY RESOURCES FOR THE CRISIS OPERATION

- Identify and acquire resources

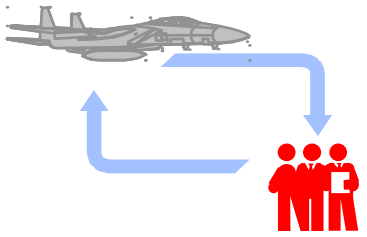
# IMPLEMENT RECORD KEEPING SYSTEM

- Number of calls and visitors
- Assistance provided to family members
- Use of supplies
- List of individuals volunteering services
- List of donations



# FSC SHORT-TERM ASSISTANCE TO AFFECTED PARTIES

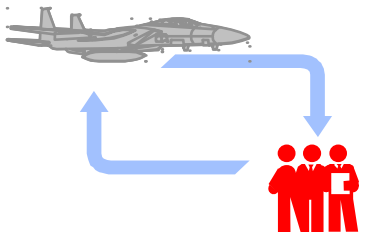
- Provide information or assistance to Family Liaison Officers (FLO)
- Provide information or assistance to units with affected families
- Assist in information dissemination and rumor control



# FSC LONG-TERM ASSISTANCE

- **Long-term assistance to grieving families**
- **Assist the Critical Incident Stress Team**

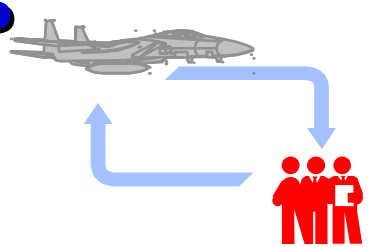
  ***-- Services to non-casualty families, "first responders," and staff and volunteers***
- **Information and referral**
- **Continued coordination of support services**
- **After-action report**



# SUMMARY

**Now you are able to:**

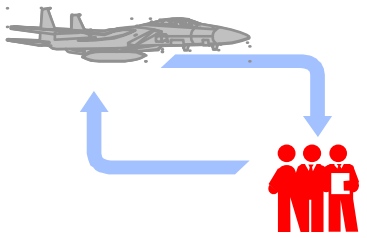
- **Identify the stages of a crisis/disaster response and the critical issues of each**
- **Describe a Family Assistance Control Center, key agency composition and services offered**
- **Identify human and physical resources and how to access**



# SUMMARY

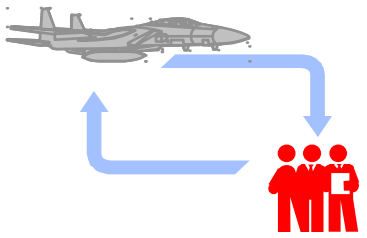
## Now you are able to:

- Explain Readiness NCO involvement
- Describe FSC's plan of action for pre-crisis activities, activation of a Family Assistance Control Center, and long-term assistance to families



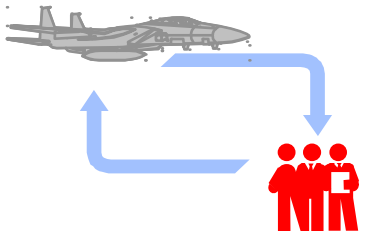
# ROLE OF THE READINESS NCO

- IDENTIFICATION OF CUSTOMERS/NEEDS
- LEADERSHIP  CONSULTATION
- SECURE RESOURCES (LOGISTICS)
- MARKETING/OUTREACH
- EDUCATION/TRAINING
- COMMUNITY COORDINATION
- COMMUNICATION
- INFORMATION, REFERRAL AND FOLLOW-UP
- DATA COLLECTION/REPORTS
- PLANNING



# FAMILY READINESS QUALIFICATION COURSE

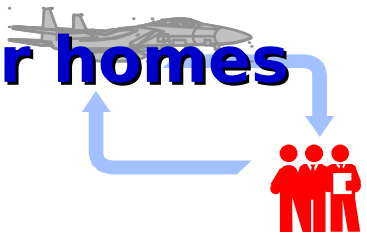
# CRISIS RESPONSE EXERCISE



# TASKING/OBJECTIVE

**Prepare and present a 10 minute briefing to the FSC staff to train them on the following:**

- **Describe the FSC's pre-disaster planning that should have taken place that will impact the base's response to the mudslide.**
- **Describe what should be in the Family Assistance Control Center to meet the needs of the families affected by the mudslide.**
- **Describe the FSC's long-term assistance to the families of those who have died in the mudslide and those who have lost their homes and property.**



# EXERCISE PROCESS

- **10 minute delivery, 5 minutes for group comments, questions.**
- **Group input, 1 briefer**
- **Briefing FSC staff**
- **Six groups:**

  ***-- Pre-crisis planning (groups 1 and 2)***

  ***-- Family Assistance Control Center activation and***

  ***concept (groups 3 and 4)***

  ***-- Long-term assistance (groups 5 and 6)***